



STATE OF DELAWARE OFFICE OF PENSIONS

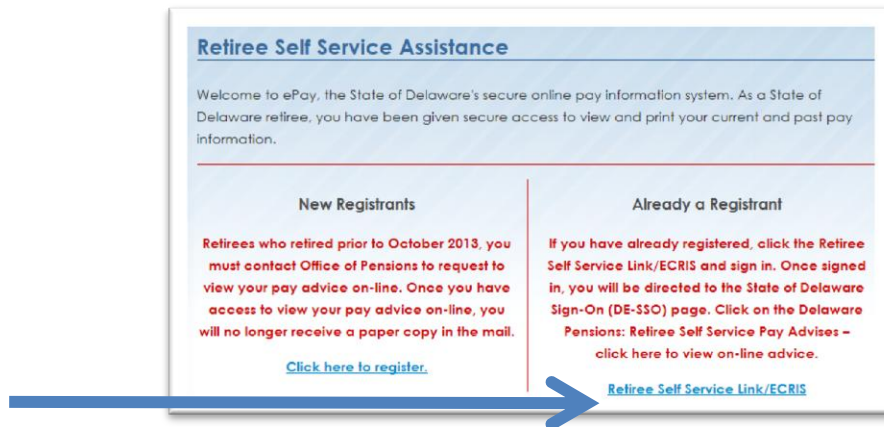
CHANGE CHALLENGE QUESTIONS GUIDE

The following instructions will guide you on how to change your challenge questions in the event they are forgotten.

1) Navigate to www.delawarepensions.com. Click the **Self Service Login** link.

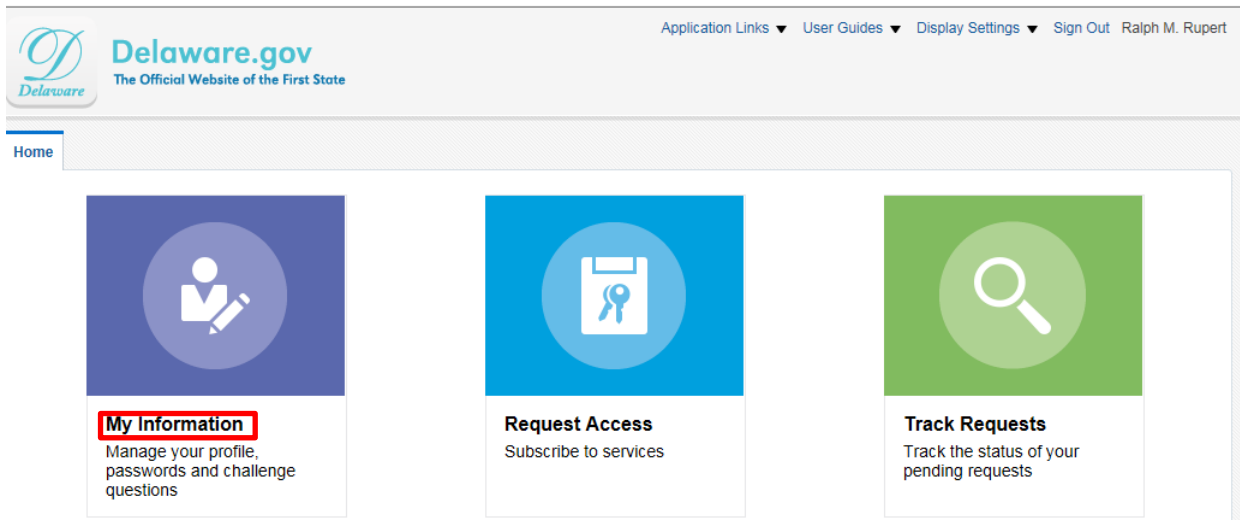


2) Already a Registrant, click the link - [Retiree Self Service Link/ECRIS](#)



3) Enter **User Id** and **Password**; Click the **Sign In** button.

4) Click the ***My Information*** tile



5) Click the arrow next to ***Challenge Questions*** to expand the section

The screenshot shows the "My Information" page on Delaware.gov. The page has a header with the Delaware.gov logo and the text "The Official Website of the First State". To the right of the logo, there are links for "Application Links", "User Guides", "Display Settings", "Sign Out", and the user name "Ralph M. Rupert". Below the header, there is a navigation bar with "Home" and "My Information" (with a close button). The main content area is titled "Ralph Rupert" and includes a section for "Basic User Information". Below this, there is a "Change Password" section. The "Challenge Questions" section is expanded, showing three questions and their corresponding answers. The questions are: "Question1: In what city or town was your first job?", "Question2: What is your oldest sibling's middle name?", and "Question3: Where were you when you first heard about 9/11?". Each question has a dropdown menu for selection. To the right of each question is an "Answer" field. Below the questions, there are "Apply" and "Cancel" buttons. A note at the top of the section states: "Your password reset challenge questions and answers are already set. However, you may overwrite/customize the questions as you wish by simply typing over them."

Ralph Rupert * Required fields

► Basic User Information

► Change Password

▲ Challenge Questions

Your password reset challenge questions and answers are already set. However, you may overwrite/customize the questions as you wish by simply typing over them.

Apply Cancel

* Question1	In what city or town was your first job?	▼	* Answer1	
* Question2	What is your oldest sibling's middle name?	▼	* Answer2	
* Question3	Where were you when you first heard about 9/11?	▼	* Answer3	

Challenge Questions

Your secret questions and answers are already set. However, you can use the below form to set them new.

Questions and answers must all be unique.

Apply Cancel

* Question1 ▼ * Answer1

* Question2 ▼ * Answer2

* Question3 ▼ * Answer3

6) Using the drop down arrow to the right of each question, choose your new challenge questions. You cannot have the same answer for multiple questions.

Challenge Questions

Your password reset challenge questions and answers are already set. However, you may overwrite/customize the questions as you wish by simply typing over them.

Apply Cancel

* Question1 ▼ * Answer1

* Question2 ▼

* Question3 ▼

What school did you attend for sixth grade?

What is the name of your favorite childhood friend?

Where were you when you had your first kiss?

In what city or town was your first job?

What is your oldest sibling's middle name?

What was your childhood nickname?

What is your maternal grandmother's maiden name?

In what city or town did you meet your spouse?

Where were you when you first heard about 9/11?

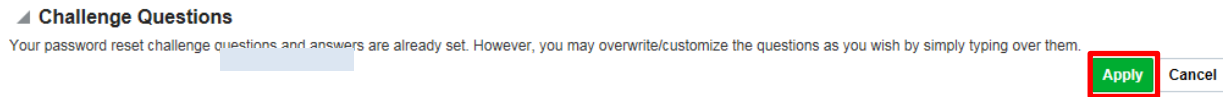
In what city or town does your nearest sibling live?

What is the middle name of your oldest child?

In what city or town did your mother and father meet?

What is your oldest cousin's first and last name?

7) Click the Apply button at the right side of the page



The system generates a message indicating the challenge questions were updated.

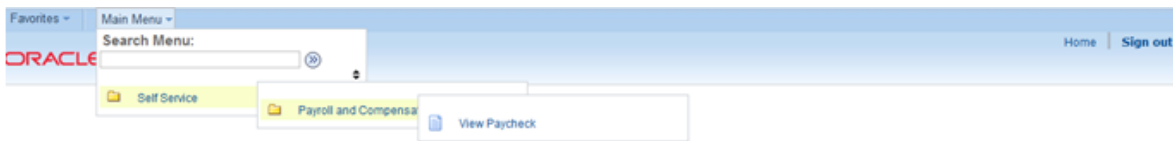


8) Click the **Home** tab to return to the Login page.

After logging in with your new password, the screen below displays.

- Click the **Main Menu** link
- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link
- Enter your Employee ID (Empl ID) and Click **Search**

You are ready to view your pay advice.



View Paycheck



Review your available paychecks. Select the check date of the paycheck you would like to review.

Select Paycheck		Personalize Find View All First 1-8 of 18 Last					
Check Date	View Paycheck	Company	Pay Begin Date	Pay End Date	Net Pay	Paycheck Number	PDF File
05/29/2015	View Paycheck	Office of Pensions	05/01/2015	05/31/2015	\$1456.99	4120346	
04/30/2015	View Paycheck	Office of Pensions	04/01/2015	04/30/2015	\$1456.99	4093310	
03/31/2015	View Paycheck	Office of Pensions	03/01/2015	03/31/2015	\$1456.99	4066278	

If you have multiple accounts:

- Click the **Main Menu** link
- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link

The following page displays:

Favorites ▾ Main Menu ▾ > Self Service ▾ > Payroll and Compensation ▾ > View Paycheck

ORACLE User: XXXXX on Database: PA92PD


View Paycheck Consolidated ← *Page Header indicates multiple Employee IDs*

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

▼ Search Criteria

Empl ID: begins with ▾

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

Click the Search button to obtain the list of Employee IDs available to view:

Navigation: Favorites ▾ Main Menu ▾ > Self Service ▾ > Payroll and Compensation ▾ > View Paycheck

ORACLE User: XXXXXX on Database: PA92PD


View Paycheck Consolidated

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

▼ Search Criteria

Empl ID: begins with ▾

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

Search Results

View All First ◀ 1-2 of 2 ▶ Last

Empl ID
104498
139111S01

Select the Empl ID for the paycheck you wish to view.

Need Help?

Login Issues?

Contact the Office of Pensions Help Desk:

(302)-739-4208 or toll-free at (800)722-7300

Forgot Password?

Retirees can reset their password by clicking the Forgot Password? link located in the center of the Retiree Self-Service Login page.

Forgot User Id?

Retirees can reset their User Id by clicking the Forgot User Id? link located in the center of the Retiree Self-Service Login page.

Need to Change Your Password?

Retirees can change their password by clicking the My Information link located on the Welcome page for Delaware Pensions: Retiree Self-Service. This is also the area where updates to Basic and Contact Information and Challenge Questions can be made.